



## Customer Credit Requests for VITA Services

EFFECTIVE DATE: 02/11/11, v#1

*Only the VITAweb Portal has the current version. Verify copy against VITAweb*

**PURPOSE:** To establish and document the VA Information Technologies Agency's policy regarding the verification and issuance of customer credits.

**SCOPE:** This policy addresses the issuance of credits associated with all VITA billed services to all VITA customers. This includes Computer Services, Telecommunications Services, and Comprehensive IT Goods and Services.

**ACRONYMS:**

IT: Information Technology  
VITA: Virginia Information Technologies Agency

**STATEMENT OF  
POLICY/  
PROCEDURE:**

Credit Considerations:

A credit request will generally be honored when the customer has been billed incorrectly. Incorrect billings include vendor billing errors passed to customers and VITA errors that have been passed to customers. Customer negligence (e.g., executing an application program in an indefinite loop, incurring tolls charges as a result of inadequate telephone security, or not completing the proper forms or processes to surplus IT inventory) will not be grounds for credit relief by VITA.

Credit requests will be submitted and processed according to the following guidelines:

Computer Services

The "Computer Services Credit Request" form

[http://www.vita.virginia.gov/MISFORMS/forms/VITAF\\_17.cfm](http://www.vita.virginia.gov/MISFORMS/forms/VITAF_17.cfm) must be completed to request a credit for Computer Services Billing. Each credit request must be documented in writing by customers in order to minimize confusion and ambiguity and to facilitate tracking and resolution.

A credit generally shall be issued only to the extent that the credit relates to erroneous billings occurring during the current fiscal year. However, if a credit request is made on or before September 30 of the current fiscal year and the request includes erroneous billings for the previous fiscal year, then credit also may be authorized for a period of up to 90 days (i.e., March, April, and May bills) for the previous fiscal year billings. (The fiscal year begins on July 1 and ends on June 30).

Telecommunications Services

The customer can send an email detailing the request to [billing@vita.virginia.gov](mailto:billing@vita.virginia.gov) or complete the “Telecommunications Billing Questions” form at [http://www.vita.virginia.gov/MISFORMS/forms/VITATBR\\_TBQ.cfm](http://www.vita.virginia.gov/MISFORMS/forms/VITATBR_TBQ.cfm) to request a credit for telecommunications services. Each credit request must be documented in writing by customers in order to minimize confusion and ambiguity and to facilitate tracking and resolution.

A credit for services billed by VITA that are attributable to vendor overcharges shall be issued to the extent that the charges are recoverable from the vendor(s).

All other credits shall be issued only for services occurring in the current fiscal year, unless the credit request is made before September 30 of the current fiscal year. In this case, credit will be authorized for a period of up to 90 days (i.e., March, April, and May bills) for the previous fiscal year billings.

### Comprehensive IT Goods and Services

For the Comprehensive IT Goods and Services bill, customers **must** complete the “Comprehensive Services Credit/Change Request” form at <http://www.vita.virginia.gov/misforms/forms/vitaf.cfm> . Each credit request must be documented in writing by customers in order to minimize confusion and ambiguity and to facilitate tracking and resolution. Supporting documentation as outlined in the dispute instructions also must be included.

A credit generally shall be issued only to the extent that the credit relates to erroneous billings occurring during the current fiscal year. Missing data in the agency use field does not warrant a credit. However, if a credit request is made on or before September 30 of the current fiscal year and the request includes erroneous billings for the previous fiscal year, then credit may also be authorized for a period of up to 90 days (i.e., March, April, and May bills) for the previous fiscal year billings. If a customer completes the “Comprehensive Services Credit/Change Request” form at <http://www.vita.virginia.gov/misforms/forms/vitaf.cfm> and submits all required backup documentation and through no fault of the customer agency, the research and resolution takes longer than the 90 day period, credit will be granted back to the bill period coinciding with the customer’s request.

### Exceptions

All exceptions to this policy must be approved by the VITA Finance Director.

Version History		
Version	Date	Change Summary
1	02/11/2011	Original document